

# *Desktop Standards Lifecycle Team*

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Project Initiative 7.

*December 9, 2004*



# Discussion Overview

## **Impetus for the study (House File 534):**

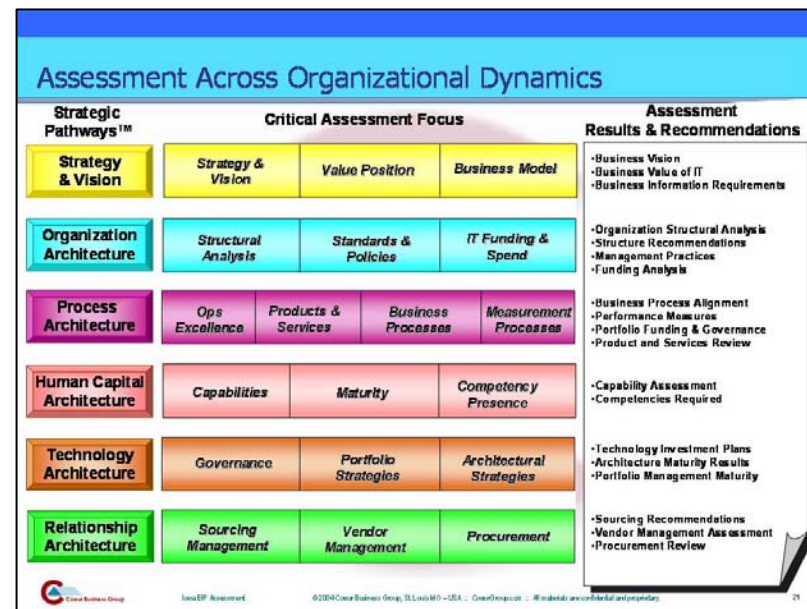
- The Legislature is looking for Value from Information Technology investments, to be more responsive, and cost effective by asking...
  - *How can investments in technology add maximum value to the State?*
  - *How can we increase cost effectiveness on a statewide basis?*
  - *How can we provide a greater focus on the core mission of the State?*
  - *How can we effectively manage scarce resources and improve service delivery?*
- An 'Impact Assessment' was conducted across a framework of three performance levels: Process, Technology, and Organization

# Organizational Assessment Model

## Identifying the State's IT Operations

- Value of IT to the State
- Increase Effectiveness
- Leverage Assets and Resources
- Define Maturity of Infrastructure
- Scorecards & Measures
- Generate and Capture Value
- Portfolio Management Capability
- Governance Methods/Processes
- Transformation Capabilities
- Collaboration & Innovation
- Credibility and Dependency

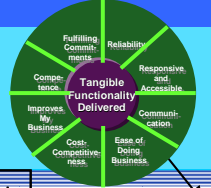
## Assessment Pathways





132 IT Employees  
20% Population  
Assessed

### Critical Success Factors



### Best Practice Comparison



IT Productivity

### House File 534



4 Focus Mandates

### Client/Vendor Interface



CRM Capability

### Infrastructure Views



Infrastructure Patterns

### Funding Assessment



Federal, Grants  
General Funds Flow

DOM  
CFO  
Validation

Departmental Business  
Drivers/Barriers

Department  
Information  
Requirements

META Group  
Forrester  
Gartner  
Validation

Human  
Capital  
Mgt  
Research

State Peer Group  
Executive Reviews

Transformation  
Progress

Transformation  
Plan



Transformation  
Requirements

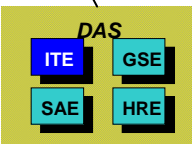
ID'd Savings  
Categories



Client  
Engagement  
Database



IT Spend Patterns  
& Benchmarks



50 State  
Departmental  
Research

Peer Transition  
Success/Barriers

PMBOK  
Benchmarks

Innovative Departmental  
IT Implementation

Architecture  
Utilization

IT Credibility  
Dependency

Operational  
Maturity

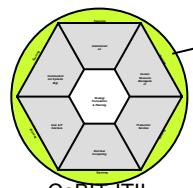
Category	Value
IT Value Survey	...

IT Value  
Survey



6 Architectures

Organizational  
Patterns



CoBIT-ITIL  
Operational  
Assessment

### Performance Measures

Process	Priority	Value	Score	Rating	Weight
1. Application Development	High	...	...	...	...
2. Application Support	Medium	...	...	...	...
3. Business Process Management	Low	...	...	...	...
4. Business Continuity	High	...	...	...	...
5. Business Relationship Management	Medium	...	...	...	...
6. Capacity Management	Low	...	...	...	...
7. Change Management	High	...	...	...	...
8. Configuration Management	Medium	...	...	...	...
9. Contract Management	Low	...	...	...	...
10. Cost Management	High	...	...	...	...

Program & Risk  
Assessment

### 3 Organizational Scenarios



### 4 Process Improvements

- Governance Process
- Architecture Process
- Procurement/Vendor Mgt.
- Enterprise Portfolio Mgt. And PMO

### 4 Cost Impact Programs

- Infrastructure Consolidation
- Data Center Consolidation
- Hardware Lifecycle
- Application Consolidation

# Iowa Common Business Drivers

1. Security
  1. *User access*
  2. *Homeland Security*
  3. *Intrusion Detection*
2. Data Management
  1. *Integrity*
  2. *Accessibility*
  3. *Storage*
3. Regulatory
  1. *Compliance*
  2. *Federal /State Programs*
4. Cost Management
  1. *Effectiveness/Efficiencies*
  2. *Avoidance*
5. Service Delivery
  1. *Problem Management*
  2. *Change Management*
  3. *Service Level Agreements*
6. Business/Constituent Alignment
  1. *Funding Process*
  2. *Constituency Alignment*
  3. *Strategic Focus*

# Critical Performance Directives

- Critical performance directives (a “Common Executive Vision”) emerged from Senior Management interviews and workshops:
  - *Provide Reliability*
  - *Responsiveness and accessible information*
  - *Higher levels of communications to understand business requirements*
  - *Make it easy to do business with IT*
  - *Always be cost competitive*
  - *Invest in IT to improve my departments business*
  - *We require IT competence*
  - *IT must fulfill commitments made*

# Agenda

Project Initiation Workshop December 9 <sup>th</sup>		
Time	Agenda Item	Assignment
1:30 – 1:45	Presentation	Coeur Group
1:45 – 2:00	Introductions	All
2:00 – 2:15	Team Norms	Coeur Group
2:15 – 2:20	Team Chair	All
2:20 – 2:45	Team Mission	Chair – All
2:45 – 3:00	Break	All
3:00 – 4:15	Activity Workshop	All
4:15 – 4:30	Wrap up and Next Steps	Chair and Coeur Group

# Objectives

- Understanding of the project definition
- Develop implementation and migration planning team mission statement
- Define a weekly team communication plan
- Identify primary activities associated with the implementation of a Statewide Enterprise Architecture Steering Committee.
- Identify our strengths, weaknesses, opportunities and threats
- Wrap-up and capture next steps needed to implement actions



# Ground Rules

- Act as colleagues
- Spirit of brainstorming
- Spirit of inquiry
- Develop a deeper, broader sense of unity
- Stay on topic - Parking Lot

# Team Chair

## Team Chair Responsibilities

1. Collaborate on weekly status report
2. Coordinate Team activities
3. Act as a spokesperson for the group
4. Liaison to Iowa Project Management (Wes Hunsberger)
5. Responsible for joint presentations

# The Basic Premise

Transform this strategic initiative as defined by the Enterprise Infrastructure and Personnel (EIP) Assessment Final Report into activities for defining steps of implementation.

*How can investments in technology add Maximum Value to the State?*

*How can we increase cost effectiveness on a statewide basis?*

*How can we provide a greater focus on the core mission of the State?*

*How can we effectively manage Scarce Resources and improve service delivery?*

# Implementation and Migration Planning

## Desktop Standards Lifecycle

### Key Recommendations

#### Process Improvements

- *Technology Governance*
- *Statewide Enterprise Architecture Steering Committee*
- *Enterprise Portfolio Management Office*
- *Centralized Sourcing and Procurement*

#### Program Initiatives

- *Leverage Common Statewide Infrastructure*
- *Data Center Consolidation*
- *Hardware Lifecycle Program*
- *Application Inventory and Consolidation*

# Team Deliverables by January 11, 2005

- Conduct workshops



- *Thursday December 9 – launch project, including:*

- Understand recommendations
- Select team chair
- Write team mission
- Identify key activities required to implement the recommendation

- *Thursday December 16 – review activities, considering:*

- Risk, event horizon, culture, implementation cost, timelines

- *Tuesday December 21 – draft presentation package*

- *Tuesday January 11 – complete presentation package*

- Develop key activities plan and framework for recommendations
- Create a presentation package for Governor Vilsack describing the recommended course of action

# Desktop Standard Lifecycle Development Model



# Mission Statement

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# Sample Mission Statement – Desktop Standard Lifecycle

## Charter Statement - As Is

<b>We supply...</b>	The Desktop Lifecycle Management transition team will offer input and feedback for establishing and implementing a statewide standardized desktop/server environment and lifecycle replacement program.	<b>(what?)</b>
<b>To.....</b>	The State of Iowa and its customers will benefit from a standardized approach to desktop/server lifecycle.	<b>(whom, customers. stakeholders?)</b>
<b>That.....</b>	A Lifecycle program will improve State purchasing power and license management.	<b>(results in what contribution?)</b>

**Is it believable?**

**Is it unique?**

**Is it defensible?**



# Sample Mission Statement

## Desktop Standards Lifecycle

**The Desktop Lifecycle Management transition team will offer input and feedback for establishing and implementing a statewide standardized desktop/server environment and lifecycle replacement program. The State of Iowa and its customers will benefit from a standardized approach to desktop/server lifecycle. A Lifecycle program will improve State purchasing power and license management.**

# Key Desktop Standard Lifecycle Activities

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# Key Activities – Desktop Standard Lifecycle

## Examples

- 1 Review current contracts
- 2 Review list of suppliers
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

## Examples

- 1 Develop Scorecard for suppliers
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

